



ARIZONA WIC ALERT

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Redemption Reminders

This month's WIC Alert will serve as a reminder on two (2) issues:

Infant Formula

The Arizona WIC Program requires Vendors to sell infant formula as specified on the food instrument. When an infant formula food instrument is presented to a cashier, remember, **all** cans must be purchased as stated on the food instrument. The WIC Program will be monitoring food instruments to ensure that a full redemption has occurred at the point of sale. The Arizona WIC Program must initiate appropriate follow-up actions when under redemptions are uncovered.

Initials not Acceptable as Signature

When using their food instruments, WIC participants/authorized representatives are required to sign the food instrument in front of the cashier. The signature is an agreement between the WIC customer and the store that the dollar amount entered is correct and the customer has received the food items listed on the food instrument. **Initials are not acceptable as a signature.** If a WIC customer uses initials as their signature, do not accept the food instrument, even if the ID folder has been signed using initials. In these situations, refer the WIC customer to their clinic for assistance. Our Banking Contractor will not pay food instruments that have initials as a signature nor can the food instrument be paid through the secondary review process. Below are examples of types of signatures with initials that are acceptable and what is not acceptable.

Acceptable	Unacceptable
<i>Paula J. Edwards</i>	<i>JPE</i>
<i>J. Paula Edwards</i>	<i>JE</i>
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If you have any questions regarding this WIC Alert or need technical assistance, please contact any member of the Vendor Management Team at 1-866-737-3935.



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